

Quarterly Division Award
Admin Department
Justice Court Division

The Justice Court deserves the Quarterly Division Award for many reasons. One of the biggest is the level of customer service we provide to the public. Not only do we have all the people come to the courthouse for the tickets and required court appearances, but we have the defendants who are handling civil actions as well.

On Monday of this week the court saw public traffic of almost 1,200 people. Not always does the public leave the courthouse happy, there really isn't a way to make that happen considering the kind of work we do. But, we try to have the public leave us with at least an understanding of what is happening to them. This is a thankless place to work. The only positive feedback we get is from our supervisors, coworkers and the city administration. We get yelled at, threatened, sworn at on an hourly basis every day. Our court staff is consistently smiling, not taking to heart the abuse we are forced to shoulder, and usually figure out a way to make that person happy in a respectful manner.

The amount of cases handled by this court on a weekly basis averages out to between 450 and 550 cases in each courtroom. That adds up to between 900 and 1100 cases a week, making us the second largest court in the entire state. This doesn't include the masses that come to make payment arrangements, make payments, file documentation, get married, and sue each other.

The traffic and parking citations handled every week are equally staggering. Again, our front end clerks are faced with unhappy customers. Somehow though, the front end clerks find a way to get past all the snide remarks about the city in general, the officers who wrote the citation, the condition of the customers lives, the fact that we are taking their money, the food off their tables, the ability to feed their children, their birthdays, etc. etc. etc., and take their payment while being understanding and respectful.

The court staff works extremely hard every day. We are under staffed and still manage to complete enormous amounts of work on a daily basis. Sure we get a complaint every once in a while because there was just no way to make everyone happy, but considering the fact that we can estimate contact with about 16,000 people a month I believe we are doing an excellent job.

The clerks of the justice court deserve recognition for the hard work and the customer service they provide every day!

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